Figure 1

Prompt database 34			
Prompt no.	Expert	Intermediate	Novice
p1	Source?	What is the source account?	What is the source account which you wish to transfer money from.
p2	Destination?	What is the destination account?	What is the destination account which you wish to transfer money to.
p3	Amount?	What is the transfer amount?	What is the amount of money which you wish to transfer?
p4	Timing?	When is the transfer date?	What is the date on which you wish the money to transfer to the destination account?

Figure 2

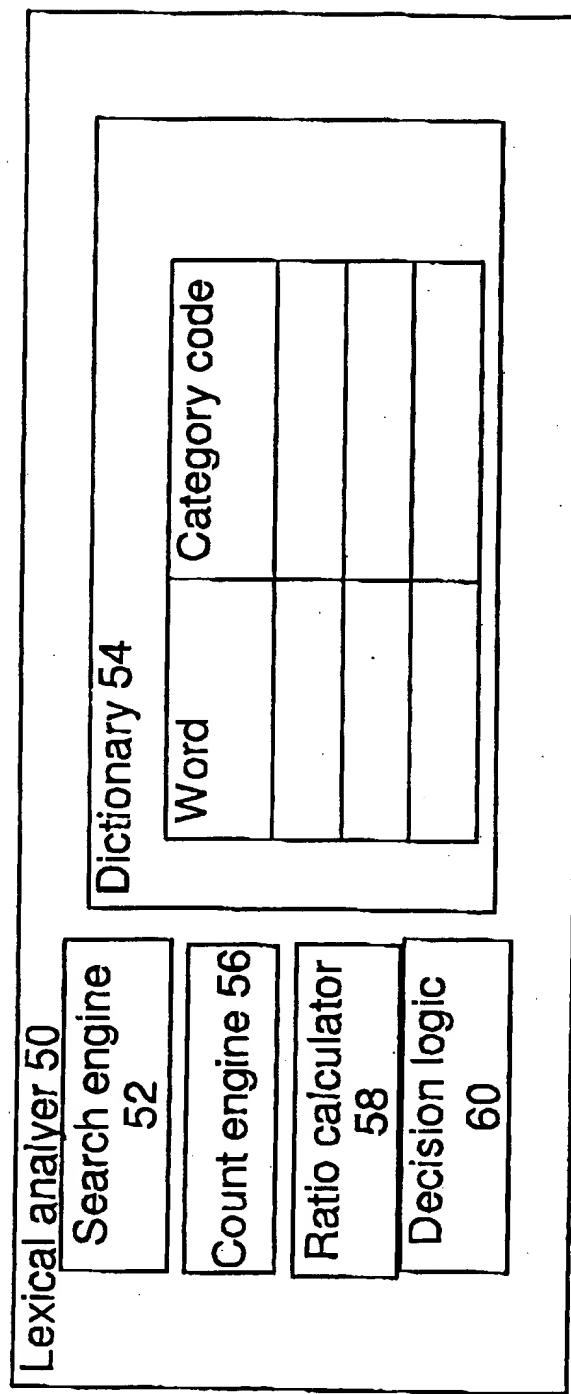| Prompt script database 36	Prompt scripts
Caller no	Prompt scripts
Default caller	$P(N,p1)$; $P(N,p2)$; $P(N,p3)$; $P(N,p4)$
Multiple prompts	$P(I,p1+ p2)$, $P(I,p3+p4)$
Multiple reordered prompts	$P(E,p2 + p1)$, $P(E,p4 + p3)$
caller CLI=01962 815000	$P(N,p1 + p2)$, $P(I,p3)$, $P(E,p4)$

Figure 3

Lexical analyer 50

Dictionary 54

Word	Category code

Search engine 52

Count engine 56

Ratio calculator 58

Decision logic 60

Figure 4

Figure 5

5.1 Start

5.2 Retrieve speech recognition text

5.3 Extract word

5.4 Search dictionary

5.5 Extract category code

5.6 Increment counters

5.7 Next Word

Dictionary

5.8 Calculate ratios

5.9 Select expert / novice

5.10 Feedback to IVR

5.11 End
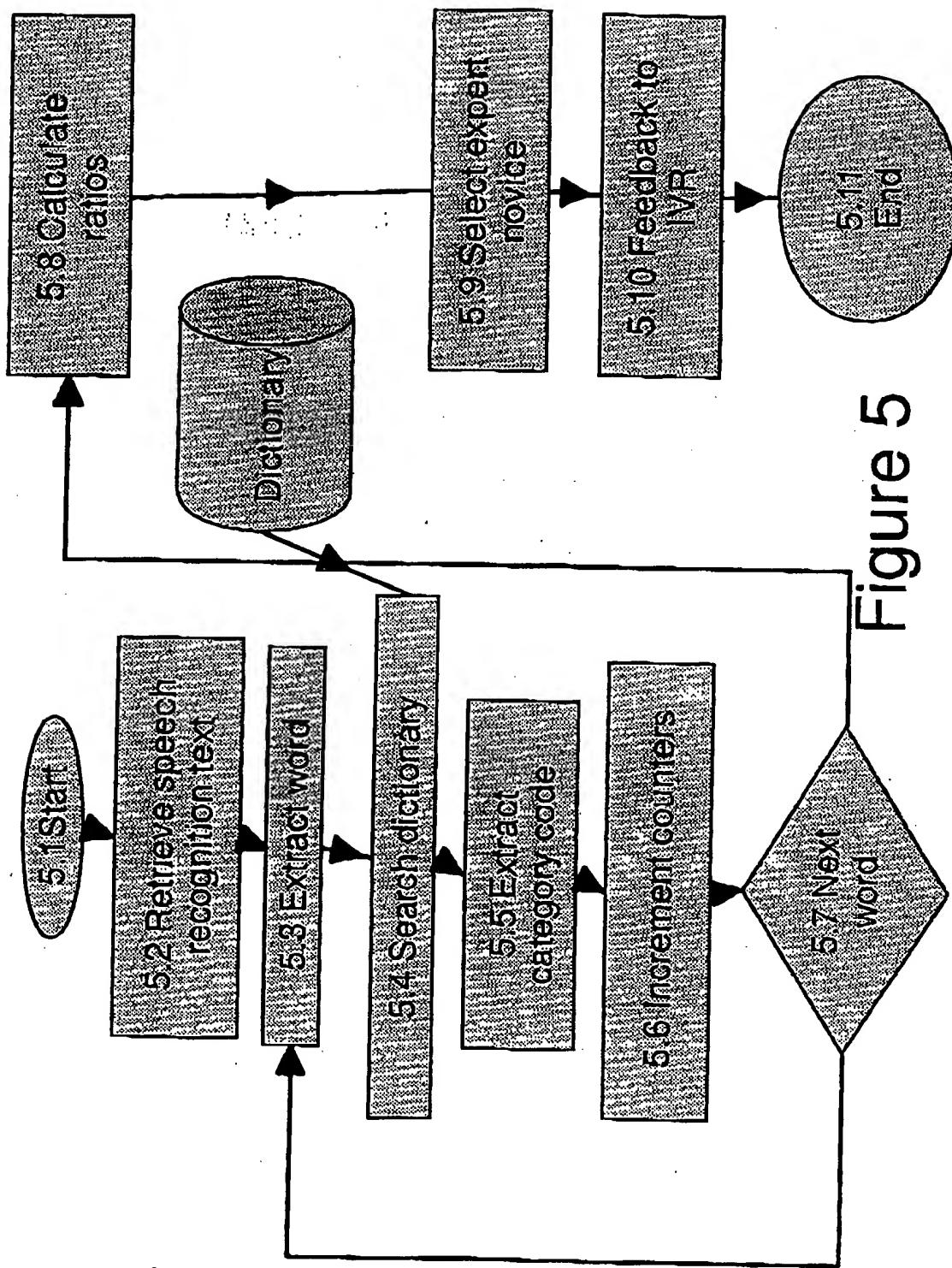
Word	context	task	function	phatic	extra-linguistic	para-linguistic	stylistic
I				1			
want			1	1			
my				1			
account	1	1					
balance	1	1					
which			1	1			
you			1	1			
say			1				
is			1	1			
over drawn	1						
should			1	1			1
like				1			1
bank	1						
please			1	1			1
er					1		
um					1		
oh						1	

Figure 6